Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
Environmental Quality	2 0	124 79	126 79
Customer Company Total	**2 0**	**124 79**	**126 79**

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
Environmental Quality	2 0	124 4	126 4
Customer Company Total	2 0	124 4	126 4

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | **Top Number - Total Incidents** | | |
| | **Bottom Number -Average time in hours** | | |
	High	Low	ATTIR Total
Environmental Quality	2 0.06	124 0.18	126 0.18
Customer Company Total	2 0.06	124 0.18	126 0.18

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Environmental Quality	2 0	124 12	126 12
Customer Company Total	2 0	124 12	126 12

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents		
Customer Company	**Bottom Number - Average time in hours**		
	High	**Low**	**ATTR Total**
Environmental Quality	2	124	126
	0.27	2.16	2.13
Customer Company Total	2	124	126
	0.27	2.16	2.13

Environmental Quality

Detail

INC000000335241	Johnathon Cook	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	12.43
INC000000339315	Judy Etherington	None	None	None		TIR Missed: No	TIR:	0.00
	Application Services	Tony Larsen	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	19.18
INC000000340306	Delene Stevenson	None	None	None		TIR Missed: No	TIR:	0.23
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000340406	Donna Spangler	Network	Error	None		TIR Missed: No	TIR:	0.05
	Metro B Desktop Support	Bill Crowther	Environmental Quality	High	Closed	TTR Missed: No	TTR:	0.43
INC000000340559	Stacy Carroll	Application	Error	None		TIR Missed: No	TIR:	0.65
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.31
INC000000340624	Edith VanVleet	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.99
INC000000340754	Delene Stevenson	Application	Error	Apache Tomcat		TIR Missed: No	TIR:	0.10
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000340768	Marty Gray	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.01
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	14.68
INC000000340781	Kathryn Dozier	EIS Hardware	Scanner	None		TIR Missed: No	TIR:	0.33
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	5.66
INC000000340790	Arlene Lovato	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000340791	Kathy Lundy	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	5.64
INC000000340837	Kathryn Dozier	EIS Hardware	Scanner	None		TIR Missed: No	TIR:	0.26
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	5.66
INC000000340905	Ilene Staker	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	10.87
INC000000340906	Leah Ann Lamb	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	4.20
INC000000341274	Loren Morton	None	None	None		TIR Missed: No	TIR:	0.32
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.85
INC000000341308	Phillip Goble	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Hosting	James Gramse	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.33

Environmental Quality

INC000000341311	Robert Ford	None	None	None		TIR Missed: No	TIR:	0.41
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	2.97
INC000000341316	Alan Humpherys	None	None	None		TIR Missed: No	TIR:	0.10
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000341319	Mark Hansen	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000341323	Sharon Anderson	None	None	None		TIR Missed: No	TIR:	0.56
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.91
INC000000341485	Michael George Jr	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.32
INC000000341564	Michael Yang	None	None	None		TIR Missed: No	TIR:	0.13
Network Operations	Brian Chatwin	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	3.03
INC000000341642	Dave McNeill	Application	Reporting	Proofpoint Email Security		TIR Missed: No	TIR:	0.35
Application Services	Martin Gonzalez	Environmental Quality	Low	Closed		TTR Missed: Yes	TTR:	8.28
INC000000341648	Loren Morton	Application	None	Microsoft Office		TIR Missed: No	TIR:	0.03
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.69
INC000000341663	Elden Olsen	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.46
INC000000341666	John Oakeson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.45
INC000000341675	Ying-Ying Macauley	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000341684	Marc Wade	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000341690	Peggy duckworth	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000341773	Daniel English	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.35
INC000000341818	Karen Wehking	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.72
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.79
INC000000342216	Gwyn Galloway	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000342277	Nathan Lunstad	Remote Connectivity	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00

Environmental Quality

INC000000342362	Faye Bell	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	4.80
INC000000342426	Judy Etherington	Application	Error	None		TIR Missed: No	TIR:	0.69
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.11
INC000000342470	Chad Harris	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.44
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.14
INC000000342504	Thomas Ball	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.72
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.86
INC000000342765	Valerie Warr	Application	Error	Microsoft Access		TIR Missed: No	TIR:	0.15
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	2.24
INC000000342769	Valerie Warr	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.11
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000342788	Arlene Lovato	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.81
INC000000342804	Gwyn Galloway	Application	None	Adobe Acrobat		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342984	Jillian Vause	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.17
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000343339	Debbie Oberndorfer	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.06
	Metro B Help Desk	Val Shepherd	Environmental Quality	High	Closed	TTR Missed: No	TTR:	0.10
INC000000343343	David Wilson	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.98
INC000000343356	Michelle Weis	Application	None	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343765	Terry Montgomery	Application	None	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000343806	Greg Sorenson	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.15
INC000000344302	Jodie Swanson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.22
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.95
INC000000344477	David Esser	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.45
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.76
INC000000344595	Kari Lundeen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.06

Environmental Quality

INC000000344622	Ken Bousfield	Mobile Devices	None	Droid		TIR Missed: No	TIR:	0.27
Application Services		Dustin Crump	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.30
INC000000344674	Marc Earnhardt	Application	Error	Microsoft Access		TIR Missed: No	TIR:	0.32
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.61
INC000000344825	Carol Nielsen	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.08
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.75
INC000000344873	Kim Viehweg	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344874	Bruce Allen	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344883	Shane Bekkemellom	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344890	Bruce Hagans	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344896	Ken Wilde	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345202	Mary Fugate	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	9.19
INC000000345316	Judy Etherington	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.53
Metro B Help Desk		Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.12
INC000000345396	Emilie Flemer	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	2.89
INC000000345828	Kimber Hall	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.57
INC000000346188	Robert Bird	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	6.34
INC000000346278	Craig Silotti	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.51
Application Services		Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.50
INC000000346350	Doug Wong	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.17
INC000000346560	Jillian Vause	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000346566	Rebecca Troutman	Network	Error	None		TIR Missed: No	TIR:	0.39
Metro B Desktop Support		Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	2.11

Environmental Quality

INC000000346660	Morgan Atkinson	Network	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low		Closed	TTR Missed: No	TTR:	0.04
INC000000346736	Robyn Kurz	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000346792	Mark Schmitz	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low		Closed	TTR Missed: No	TTR:	0.07
INC000000347593	Sandy Dixon	Application	Error	None		TIR Missed: No	TIR:	0.37
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: Yes	TTR:	10.12
INC000000347686	Phillip Goble	Application	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	2.65
INC000000347791	Doug Taylor	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.90
INC000000347987	Stacy Carroll	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	5.60
INC000000348017	Kathryn Ostler	Application	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	1.46
INC000000348216	Linda Matulich	Application	None	Adobe Acrobat		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.12
INC000000348525	Pam Jacob	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.02
INC000000348789	William Andes	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.03
INC000000348898	Heather Mickelson	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.02
INC000000349039	Joan Thalmann	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.54
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low		Resolved	TTR Missed: Yes	TTR:	8.49
INC000000349057	Joel Karmazyn	None	None	None		TIR Missed: No	TIR:	0.45
Network Operations	Dave Bodily	Environmental Quality	Low		Resolved	TTR Missed: Yes	TTR:	10.50
INC000000349144	Karma Kehler	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	2.79
INC000000349145	Edith VanVleet	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	2.73
INC000000349456	Sandy Dixon	Application	Error	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low		Resolved	TTR Missed: No	TTR:	0.00

Environmental Quality

INC000000349865	Jule Fausto	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000349877	Kathryn Dozier	Application	Error	None		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.41
INC000000350213	David McCleary	PC/Laptop	None	None		TIR Missed: No	TIR: 0.32
Metro B Desktop Support	Anthony Booyse		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.98
INC000000350315	Deborah Ng	Application	None	Adobe Acrobat		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000350324	Michelle Weis	Application	Error	Adobe Acrobat		TIR Missed: No	TIR: 0.59
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.60
INC000000350681	David Hansen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000350704	Ilene Staker	Application	Error	None		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000350717	Sharon Schofield	Application	Error	None		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000350825	Phillip Goble	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.67
INC000000350846	Jeanell Collings	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.14
Metro B Help Desk	Gary Graham		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.18
INC000000350856	Robert Bird	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.06
Voice Operations	Romanza Hamblin		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000350864	Brad Holdaway	Application	Reporting	ZENworks for Desktops		TIR Missed: Yes	TIR: 3.04
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 7.59
INC000000350926	Jon Black	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.07
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.33
INC000000350966	Dave McNeill	None	None	None		TIR Missed: No	TIR: 0.08
Metro B Help Desk	Gary Graham		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000351177	Arlene Lovato	Application	Error	None		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.20
INC000000351187	Lisa Gelino-Titcomb	Application	Error	Documentum		TIR Missed: Yes	TIR: 1.64
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.89
INC000000351328	Ilene Staker	Application	Error	Documentum		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.14

Environmental Quality

Incident	Customer	Type	Issue	Item			
INC000000351491	Charles Bishop	Application	Error	None		TIR Missed: No	TIR: 0.22
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.87
INC000000351503	David Hansen	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.70
INC000000352346	Eileen Brennan	Telecom	Feature	None		TIR Missed: No	TIR: 0.11
	Voice Operations	Romanza Hamblin	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.48
INC000000352354	Nicholas Von Stackelberg	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.47
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.27
INC000000352366	Harold Sandbeck	None	None	None		TIR Missed: No	TIR: 0.41
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.66
INC000000352404	Harold Sandbeck	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000352491	Therron Blatter	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.03
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.76
INC000000352497	Roy Vanos	Network	Password	None		TIR Missed: No	TIR: 0.08
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000352517	Walter Baker	Remote Connectivity	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000352733	Harry D Campbell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.71
INC000000352740	Rhonda Thiele	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Ross Owen	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000352851	Joseph Randolph	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000353195	Jeri Olsen	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353243	Daniela Walsh	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.38
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.98
INC000000353624	Faye Bell	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000353690	Doug Taylor	Application	Error	Adobe Acrobat		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.34
INC000000353732	Jodie Swanson	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.15
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.55

Environmental Quality

INC000000354114	Hao Zhu	PC/Laptop	Hardware	None			TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved		TTR Missed:	No	TTR:	1.70
INC000000354145	Robyn Kurz	PC/Laptop	Error	None			TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Bill Crowther		Environmental Quality	Low	Resolved		TTR Missed:	No	TTR:	5.28
INC000000354226	Molly Bringhurst	Network	Password	None			TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Bill Crowther		Environmental Quality	Low	Resolved		TTR Missed:	No	TTR:	1.02
INC000000354439	Edith VanVleet	Application	Error	Microsoft Excel			TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved		TTR Missed:	No	TTR:	1.38
INC000000354644	Bronson W Hawley	PC/Laptop	Performance	None			TIR Missed:	No	TIR:	0.76
Metro B Desktop Support	Tom Hanson		Environmental Quality	Low	Resolved		TTR Missed:	Yes	TTR:	6.13
INC000000354661	Doug Wong	PC/Laptop	Performance	None			TIR Missed:	No	TIR:	0.53
Metro B Desktop Support	Jay Locker		Environmental Quality	Low	Resolved		TTR Missed:	No	TTR:	1.29
INC000000354816	Sonja Robinson	PC/Laptop	Hardware	None			TIR Missed:	No	TIR:	0.76
Metro B Desktop Support	Bill Crowther		Environmental Quality	Low	Resolved		TTR Missed:	No	TTR:	1.13
INC000000355242	Harold Burge	Application	Reporting	None			TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli		Environmental Quality	Low	Resolved		TTR Missed:	No	TTR:	0.00